

The requirement that a communication assistant stay in a call for at least the first ten minutes before they can be relived by another CA does not work as smoothly for video relay as it does for text relay. Since interpreters are working between two different languages, a suitability match between the caller on the video screen and the interpreter is key to providing the functional equivalent of a phone call. Although many interpreters have a wide variety of sign language skills, occasionally there are callers who have a unique need that may require the services of an interpreter who has experience working with a certain population. Although this is rare, if another interpreter is available and ready to take that call, only frustration on the part of the caller would be gained by requiring the interpreter that the deaf person is least likely to understand to remain in the call longer than necessary, simply because that interpreter happened to answer that call. The discretion could be left up to the center supervisor at the time of the call.